

### **AMENDMENTS TO THE CLAIMS**

This listing of claims replaces all prior versions, and listings, of claims in the application:

#### **Listing of Claims:**

1. (Previously Presented) In a computing environment, a method comprising:  
detecting a type of computer-related problem on a user machine;  
selecting a manifest from a plurality of manifests based upon the detected type of computer-related problem, the selected manifest identifying a set of one or more tools that when executed collects data for analysis with respect to diagnosing the computer-related problem, the selected manifest providing information for running the set of tools with an appropriate configuration, and the selected manifest describing what output should be collected;  
providing a control mechanism to interpret the selected manifest;  
providing the selected manifest to the control mechanism;  
the control mechanism executing each tool identified in the manifest;  
when executed by the control mechanism, each tool collecting data from the user machine;  
a reporting program collecting and packaging the data collected by the tools; and  
receiving the data collected from the machine.
2. (Previously Presented) The method of claim 1 wherein providing the selected manifest comprises providing a mechanism that when clicked on links to the selected manifest.
3. (Previously Presented) The method of claim 2 wherein providing the mechanism comprises providing a URL that when clicked on links to the selected manifest.
4. (Previously Presented) The method of claim 1 wherein providing the selected manifest comprises sending information about the selected manifest in an email message.
5. (Previously Presented) The method of claim 1 wherein providing the selected manifest comprises sending information about the selected manifest in an instant message.

6. (Previously Presented) The method of claim 1 wherein providing the selected manifest comprises providing a site that may be accessed via a browser.

7. (Previously Presented) The method of claim 1 further comprising wherein for each tool, the control mechanism determining whether the tool needs to be downloaded and installed to the use machine, and when so, the control mechanism downloading and installing that tool.

8. (Previously Presented) The method of claim 1, further comprising, the reporting program packaging the data for transmission.

9. (Original) The method of claim 1 wherein providing the control mechanism comprises transmitting the control mechanism to the machine.

10. (Previously Presented) A tangible computer-readable storage medium having computer-executable instructions which when executed perform the method of claim 1.

11. (Previously Presented) In a computing environment, a system comprising at least one computer processor and computer-readable storage media having encoded thereon computer executable instructions which, when executing, perform the method of claim 1.

12. (Original) The system of claim 11 wherein the set of available tools is maintained in a program store associated with a software support entity.

13. (Previously Presented) The system of claim 11 wherein the control mechanism executes the subset of tools by interpreting a manifest that identifies the subset of tools and was selected based upon the particular type of computer-related problem.

14. (Original) The system of claim 13 wherein the manifest comprises a data file accessed via a URL.

15. (Previously Presented) The system of claim 13 further comprising a mechanism that selects the manifest from among a set of manifests, the selection based on received user data.

16. (Original) The system of claim 14 wherein the control mechanism is communicated to the machine in response to accessing the URL.

17. (Original) The system of claim 11 wherein the control mechanism downloads to the machine at least one of the tools in the subset.

18. (Original) The system of claim 11 wherein the control mechanism installs at least one of the tools in the subset on the machine.

19. (Original) The system of claim 11 wherein the control mechanism compares a version of an existing tool on the machine with a version of a tool in the subset.

20. (Original) The system of claim 11 wherein the control mechanism operates in response to a received user request.

21. (Original) The system of claim 20 wherein the control mechanism executes at least one of the tools in the subset that was already installed on the machine prior to receiving the user request.

22. (Previously Presented) The method of claim 1 further comprising, before providing the selected manifest, receiving a form comprising information directed toward narrowing the computer-related problem.